



LAURENCREST YOUTH SERVICES INC.
510 MERCIER WEST/OUEST, CORNWALL, ONTARIO K6K 1K2
613-933-6362 • FAX: 613-936-2533



Minutes of the Virtual Annual General Meeting of the Members of Laurencrest Youth Services Inc. held on Tuesday, June 21, 2022, at Laurencrest, 510 Mercier St. West, Cornwall, Ontario at 12:30 p.m.

Attendees: Mrs. Dianne Nixon - President

Mr. Randy Houle
Mr. Shawn Maloney
Mr. Brian Johnston
Mr. Gabe Perreault
Mr. Andrew Guindon
Mr. Dan O'Rourke

Mr. Jamie Pollock
Mr. Steve Guindon
Mr. Paul Marleau
Ms. Josée Payette
Mr. Dan Bergeron

Guests:

Corrina Kitchen – DAP Program Coordinator (MAG)
Denis Thériault - Auditor

Board President, Mrs. D. Nixon, opened the meeting and thanked everyone for attending. She declared that the meeting had been properly constituted, i.e., that the auditor had been called in.

Mrs. D. Nixon noted that as per our by-laws, quorum constitutes 50% + 1 of the voting Board members. She noted we have twelve members in good standing, so therefore seven members constitute quorum. Mrs. D. Nixon reported that we have more than seven members present; therefore, quorum is met.

Mrs. D. Nixon asked Board Members when there is an opportunity to vote for a motion, you will be asked to vote “in favour, opposed or abstain.” A show of hands was indicated as sufficient however Board Members were reminded that if attending by phone to please voice their response. Typing their response in the “chat” function was also deemed as permissible.

She noted that if a Board Member makes a motion or seconds a motion to please unmute their microphone, state their name and proceed with the motion or second a motion. Mrs. D. Nixon noted the Executive Director will be recording motions and votes.

Mrs. D. Nixon noted that all members who were in good standing 45 days in advance of our AGM are eligible to vote and received an AGM package (the agenda, minutes



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from last year, and audit financial statements) by email. This package included all resolutions that will be voted upon today.

A motion for approval of the agenda was made by Mr. S. Maloney, seconded by Mr. G. Perreault All in favour **CARRIED**

A motion for approval of the minutes of the annual meeting of 2020-2021 as presented was made by Mr. S. Guindon, seconded by Mr. P. Marleau. All in favour **CARRIED**

Appointed auditor for the corporation, Mr. D. Thériault, presented the Financial and Audit statements for the period ending March 31, 2022. Mr. R. Houle moved, seconded by Mr. J. Pollock, to accept the financial reports as presented. All in Favour **CARRIED**

Mr. D. Bergeron moved, seconded by Mr. A. Guindon that Mr. D. Thériault be the auditor of the organization for the 2022/2023 fiscal year and hold this position until the next Annual Meeting of the members at such remuneration as may be fixed by the Board of Directors. All in Favour **CARRIED**

On a motion by Mr. B. Johnston and seconded by Mr. S. Guindon, it was unanimously approved that all actions taken by the Executive Director and Board of Directors since the last Annual Meeting be ratified. All in Favour **CARRIED**

REPORT FROM THE NOMINATIONS COMMITTEE:

Mr. R. Houle presented the following Board Member slate for consideration for the 2022/2023 term:

Dan Bergeron
Randy Houle
Brian Hunt
Paul Marleau
Dianne Nixon
Steven Guindon
Jamie Pollock
Gabriel Perreault
Andrew Guindon



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Josée Payette
Charlene Davidson

Mr. S. Maloney moved, seconded by Mr. R. Houle to close nominations and endorse the slate as presented. All in Favour **CARRIED**

Mrs. D. Nixon declared the Board of Director slate duly appointed.

PRESIDENT REMARKS

As President of the Board, I would like to take this time to acknowledge the hard work of the Executive Director, staff, and all Board Members. As a Board, we have persevered through some challenging times, a shift in our Mandate with a greater focus on our Community Outreach programs.

I personally have worked closely with Dan this year, and his professionalism and ability to Pivot in critical times effectively should be highly commended.

We together are positively moving forward post pandemic, and we are all committed to ensure the success of Laurencrest and our ability to support those most vulnerable, our Youth. I am very proud to be part of this Board of Directors.

Dianne Nixon

Board President

EXECUTIVE DIRECTOR'S ANNUAL REPORT

Good afternoon,

I am happy to welcome you all to the 54th Annual General Meeting of Laurencrest Youth Services. On behalf of the Board of Directors of Laurencrest, I thank you for joining us today. Your presence here is a testimony to your interest and support for



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our efforts. We have decided to hold this Annual General Meeting under restricted conditions for the last time. It is time to get back to a baseline of normalcy.

Last evening while discussing my speech with my wife Shelley she said to me ‘Don’t try to be too charming, too witty or too intellectual, just be yourself.’” Does anyone know a good marriage counsellor?

2021 has been quite a year. We have had to redefine ourselves as an agency since we have moved beyond our original mandate of residential services to solely community-based programming. We have not strayed from our dedication and desire to help at risk youth, adults and families in our community. Much of the early part of 2021 fiscal year saw the community come together to explore innovative approaches and prototype proposals aimed at supporting youth in our community struggling with mental health issues. This effort was reflective of Ontario’s effort to revamp the child welfare system through a comprehensive redesign.

The current Child Welfare Redesign’s long-term vision is an Ontario where every child and youth has the support they need to succeed and thrive. The goal and scope of the CWRD is working in partnership with the child welfare, residential and community-based services sectors to build a coordinated range of services that strengthen families, focusing on community-based prevention and early intervention services. These will be high quality, culturally appropriate and truly responsive to the needs of children, youth and families. When children and youth cannot remain at home, they will be supported through family-based placements wherever possible. The aim is to improve the overall quality of care children and youth receive from children’s aid societies and residential services, such as foster care or group homes. The system will provide children and youth in care with the supports they need to be safe, succeed and thrive as they transition from care to adulthood.

Specific to our Community-based programs the CWRD hits home on two key components:

Amplifying Youth Voice

- Ensuring children, youth and families have a strong voice in decisions about their care, including increasing access to education and employment resources, information and supports to improve transitions from care.

Enhancing Youth Supports



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- Expanding and increasing access to education and employment supports for youth (e.g., postsecondary, employment and apprenticeship programs).
- Providing youth with dedicated, targeted supports to meet their distinct needs and respond to their cultural identities. This includes those with disabilities and mental health needs as well as specific supports for Indigenous, Black, racialized and LGBTQ2S children and youth.
- Supporting youth to transition successfully to adulthood.

Working with our CAS partners has been an ongoing privilege. Always collaborative in nature we share the same philosophy.... the desire to help. CAS Executive Director, Rachel Daigneault, has been very generous and visionary demonstrated by the financial and programming support of our Child Welfare Intersection program. Laurencrest and the Cornwall CAS were the first two agencies in the east region to partner on a pilot Child Welfare Intersection Program. To date we have collaborated on over sixty cases. The program is making a difference in our opinion and aligns perfectly within the Child Welfare Redesign framework. Thank-you for your trust in our ability to make a difference.

Strive Program

The elimination of our children's mental health live-in treatment model has resulted in the development of a new core service program called the Strive Program.

The Strive Program is a collaborative initiative between the SDG Core Service providers; Laurencrest Youth Services Inc, L'Équipe psycho-sociale pour enfants, jeunes et familles, and Cornwall Hospital's Child & Youth Mental Health Services.

The Strive Program is a flexible, intensive, home and community-based family support program designed to work with families and children aged 7 to 17 years with complex needs. Specialized programs and services are designed/customized and delivered based on the family's unique /individual needs. Together, we aim to improve the child and youth's well-being and strengthen family dynamics while preserving and solidifying relationships that may assist in reducing family conflict. Services are offered in settings that are appropriate to the family's needs and are principled on family preservation, individual wellbeing, collaboration, and specialized treatment. The program aims to improve family functioning through assessment and customization of treatment plans which address the parent and child social, emotional, and mental health. Viewing the family as a whole within context



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of the community and the multiple systems in which they are involved helps to optimize the treatment planning process.

Strive staff have recently come on board and are in the midst of training and program development. I would like to welcome Mélanie St. Martin as our Intensive Services Clinician and Dominique Boisvenue as our Family Mental Health Support Worker. We look forward to their expertise and commitment toward making the Strive program a mechanism for change in the lives of referred children, youth, and families. Hopefully with increased funding we can expand the scope of what the Strive Program can offer the community at large.

I am blessed to be a member of such a strong and committed core service team consisting of Ms. Ann Zeran, Director of Operations for Children's mental Health at CCH and Ms. Gina Lacombe, Clinical Director at l'Équipe psycho-sociale. They are both amazing partners. I would also like to thank our MOH Program Supervisor, Adorata Uwizeyimana-Jacob, for her vision, support, and guidance throughout the past year. Without her we would not be where we are today... a new program aimed at making a difference.

How do you define success? For some success is predicated on very tangible outcomes. In the social service field tangibles are not always evident. We persevere and hold ourselves to high standards because all our efforts tend to impact the lives of others. With this in mind, I would like to express my admiration and to thank all our staff for their commitment, willingness, courage and determination to work with such a diverse and complex population. Together, these elements enable us to continue generating value for our stakeholders and our community. Our programs align with current and future opportunities and challenges; a strategy that is therefore increasingly relevant to both the success of Laurencrest and the prosperity of our community. It is based on a fundamental understanding of what we must as an agency deliver today – namely high-quality programs for all. It is inspired by Laurencrest's purpose: "enhancing quality of life and contributing to a healthier future for children, youth and families we encounter. It is Laurencrest's long-standing belief that an agency can only survive and be successful over time if it simultaneously creates value for stakeholders, staff, clients and our community.

I would like to acknowledge our team at this time:



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Lisa Granger: Administrative Assistant: (3 years) Lisa has been a huge support to me over the past year. She has juggled many different responsibilities and challenges with grace and dignity.

Chris Villeneuve: Chris celebrated 33 years with our agency in May of this year. His management of the Attendance Center and supervision of our Section Programs has been exemplary.

Ryan Amelotte: (21 years) Ryan provides support to our Grade 7&8 Section 23 program. Recent comments from our UCDSB partners speak to his professionalism and positive skill sets.

Michelle Houle: (18 years) Michelle has been providing intensive mental health support to our Section 23 Grade 9-12 programs for the past 18 years. She always goes above and beyond and rises to the occasion when necessary. Her passion for wanting to help youth in her classroom is always evident.

Michelle Brunet: (8 years) Michelle has transitioned from our residential programs to currently overseeing our youth diversion programs. She is doing a wonderful job of connecting with families, youth and community partners to circumvent further involvement in the justice system. I also must thank Michelle for always being so open to supporting our Section 23 programs when the need arises. She is definitely a team player!

Kelsey Benoit: (6 years) Kelsey recently transitioned from her Prescott-Russell role as Intersection/YMHCW to our current Intersection Worker role for S.D.&G. I marvel at times at Kelsey's dedication to her job. Her ability to connect with youth and families is amazing. She is truly making a difference. I am quite proud of her.

Kelly O'Farrell: (1 year) The past year for Kelly has been quite challenging as she stepped into the world of our adult service delivery. Kelly has been instrumental in developing innovative programming options for our Direct Accountability and Adult CSO programs while enhancing our community and partner profile. Her work with the Conservation Authority in the duck and turtle nest project has been well received and beneficial. Her expansion of enhanced educational programming has empowered clients on many different levels while increasing successful completion rates for diversion and CSO clients. Keep up the good work Kelly.



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Zachary Maloney: A new addition to our team Zach is responsible for oversight of the Intersection and YMHCW program for the Prescott-Russell Community. We look forward to the energy and passion Zach will bring to this dual position. I am confident he will be a strong ambassador for Laurencrest in that community. Welcome Zach.

Véronique Lafèche: A very recent addition Veronique will be overseeing the SDG Youth Mental Health Court Worker program. I am excited about what Veronique will bring to the table in the delivery of mental health services to young people involved in the youth justice system. Her previous work experience will be invaluable to that end.

Bethany Zagar: I would like to acknowledge Bethany for her dedication, commitment and presence over the past 15 years in the lives of youth struggling with mental health challenges. She has been a strong advocate for change on many different levels. She embraced the inherent challenges of the job with a quiet but focused energy that ultimately highlighted positive changes in the youth and families she worked with. Bethany will be leaving our agency at the end of June to pursue a new career with the Catholic District School Board as a specialized mental health counsellor. Thank-you to Bethany for also taking on the role as lead of our new EMHware database. She will be passing those reins on to Kelsey.

On behalf of the Board of Directors, I would like to thank all Laurencrest staff for their commitment, responsibility and dedication in 2021, as well as for their outstanding efforts at this time.

Creating shared value – the ‘how’ – is linked to our agency mandate – the ‘what’ – and to our purpose – the ‘why.’ Laurencrest’s strategic direction continues to stand the test of time. It is complemented by the continued renewal of our Board of Directors. Over the last five years, including today’s proposed nominations, Laurencrest will have welcomed four new directors to its Board, enhancing its diversity and adding new perspectives and experiences in different areas that are highly relevant for our agency. A critical task for the Board of Directors is to be able to ask all the right questions, in the right way and at the right time. Hence diversity in terms of perspectives, experiences, expertise and skills.

Thank-you to all Board members for their support throughout the past year. It is truly remarkable how such a fine group of individuals can rise to the occasion when



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called upon. I would be remiss if I did not thank our Board President Dianne Nixon for her guidance and advice over the past year. She has always made herself available when necessary. A huge shout out to Jamie Pollock our VP and Treasurer. Jamie's quiet and unassuming manner is complimented by a heightened degree of expertise as it relates to our financial oversight. Thank-you Jamie. I would also like to thank Mr. Dan Bergeron, our Personnel Committee Chair, for his advice, guidance and personal support as we navigated the unfortunate termination of employees in the spring of 2021. Dan and Paula, his HR manager, went above and beyond during these turbulent times. Thank-you Dan.

At this time, I would like to acknowledge two long tenured Board members that will not be joining us in the fall.

- Mr. Shawn Maloney has been on the Board for 24 years. He has run the full gamut of many changes over the years and has been a steady and uncompromising presence through both good and bad times. Laurencrest owes a debt of gratitude for his time and dedication. You will be missed. Good luck Shawn as you transition to semi-retirement.
- Mr. Brian Johnston has graced our Board for the past 17 years. His booming voice, comedy relief and presence resounded throughout our meetings whether in-person or virtually. It was always however a voice of reason with a genuine interest in the work that we do. Brian's desire to help at risk youth in our community has been steadfast and uncompromising. Thank-you Brian for being you and good luck as you move into more opportunities for leisure and travel.

Laurencrest has always believed in consistency and dependability, and never more so than in these uncertain times. This consistency and dependability are reflected in the financial stability of the agency supported by prudent and responsible fiscal management. Over the past year our auditor, Mr. Denis Thériault, has been a true supporter and ally as we worked through our bookkeeping and accounting management. He can attest to the fact it has been a unique year. His amazing grasp of accounting principles and best practices are beyond reproach. Thank-you Denis for being in our corner.



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We have survived an unprecedented crisis both in terms of the pandemic but the elimination of our residential programs and associated funding. At a time when we are facing not only health but also economic consequences, Laurencrest is also looking to the future – a future that is surely even more complex than ever. We therefore have an obligation and a responsibility, not only to take part in urgent community pressures and trends but also to remain level-headed and to continue to shape and build a more sustainable future. With that in mind we are currently involved in formal strategic planning that will culminate in a strategic planning session in the fall. Thank-you to all Board Members, staff and community partners who agreed to participate in interview sessions with our Strategic Planning Facilitator... Ms. Janet Handy. I look forward to the results.

Helping kids help themselves and making a difference...these two elements are the hallmarks of our what we do – today, tomorrow and beyond. They are the result of individual and collective actions undertaken by the Laurencrest team. With that in mind I would like to share a few feel-good stories.

Intersections SDG:

The ISP worker was collaborating with a young person who had been struggling with truancy this past school year. He was staying home unsupervised all day watching Netflix with no ambition of attending school. He had no routine or structure in place for several months and struggled getting back into any routine.

The ISP worker referred this young man to CHEO to complete a telepsychiatry assessment. The Psychiatrist diagnosed him with anxiety and ADHD and prescribed medication to help manage his symptoms. The ISP worker connected him to a Nurse Practitioner at the Youth Hub and from there he started taking medication. A referral was also made to CHEO for a Mental Health Nurse to assist with medication management along with mental health education for the family.

After arranging a case conference meeting with the family, School staff and the Youth Officer, we created a plan for this young man to start back at school on an alternative schedule with the expectation of attending 3-4 days a week. The family identified that their son would attend school regularly if they could provide transportation before going into work. The school made arrangements with the janitor where this young man would help him in the morning before school started as he was arriving before his peers.



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Since this plan has been put in place (approximately 4 weeks) this young person has attended every day. The family reports that his behaviors have significantly improved at home, and he is in much better spirits and helpful around the house. The school shared that he has been very engaged academically and is happy to be back with his peers. He is also expressed how much he enjoys helping the janitor in the morning and looks forward to this before starting his school day.

DAP Program:

An elderly client, aged 74 years, was referred to the DAP program for the matter of possession of stolen property – a snowmobile he had purchased twenty years ago from an acquaintance.

His sanctions were to donate to the Raisin Region Conservation Authority (the catchment area where he was charged) and complete 25 hours of community service. Although he was daunted by the task of sourcing a volunteer placement, the outcome could not have been more effective. This client made a heartfelt connection with the coordinator of his local food pantry. He was stunned to face the depth of poverty within his own community, and he was inspired to consider just how much he can give. Considering this experience, he has indicated that he will continue to support the food pantry and felt compelled to ask his friends to donate fishing rods they are no longer using to donate to Laurencrest Youth Services to allow youth to experience an activity they may not otherwise have access to.

In the end, this client felt that the experience has allowed him to become grateful for all he has in his life and be more aware of others who are struggling in his own community. He even stated that if some good comes out of the bad he did, he will feel at peace.

Youth Diversion:

We received a pre-charge referral on a youth potentially facing a charge of mischief. The victim in this matter was the young person's mother. Unfortunately, the young man in question had not been to school for six-months and was spending all his time playing video games. When asked to complete any chores around the house or to log off his Xbox it would result in him punching holes in the walls and directing profanity at his mother.



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This young man is autistic and struggles with any form of perceived or real confrontation. He also suffers from social anxiety. Intake was difficult and required a unique three session approach to keep the young person engaged.

After building rapport with this young man and significant coaching he was eventually able to attend his YJC conference virtually. We persevered to make sure he could arrive at this moment. It would have been quite easy to return the matter to police.

Several approaches were attempted to work through his video game addiction eventually culminating in the complete removal of his video game system for a week.

There was significant build-up to this strategy with the diversion worker heavily involved in supporting this drastic change in his day to-day life. Surprisingly when implemented the young man did not punch any holes in the walls, there was some minor yelling toward Mom on the second night however he visited his friends for the first time in a month and slept at his uncles for two nights.

The young man went without his Xbox for a week and asked his mother to develop a plan for him to obtain his gaming system.

The young man, his mother, and the Diversion Worker developed a realistic and manageable plan/schedule. Of importance is the fact the young man had a voice in the plan. There was buy-in. Mom purchased a calendar, alarm clock and made a sign reminding him to log off by 10:30 p.m.

That evening the client got off his gaming system on time and brought the system downstairs. He is now following house rules and even helping out around the house. Mom is incredibly happy he is getting out of the house more often. She mentioned receiving a hug from her son for the first time in months.

The young man is now connected with the school board behavioral consultant. They are looking into changing schools for September. He is connected to the nurse practitioner from the Cornwall Youth Hub who will assist in medication management. He is on the road to a better quality of life.



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Daycare Program:

Laurencrest opened its doors free of charge from January to June 2022 to GIAG's Early ON Child and Family Center Care Center. Several teen moms and their toddlers were a mainstay every Wednesday. It was great to have little ones running about and providing life in the former residential wing. It was a privilege to be invited to their graduation on June 15, 2022.

Theses are but a few stories, but they highlight the fact that we are making a difference and that ultimately is what is important. It is the backbone of what we stand for.

Thank-you.

Dan O'Rourke

June 21, 2022

Mrs. D. Nixon noted that a copy of Laurencrest Youth Services annual report can be provided upon request. She noted our annual report will also be posted on our website.

Adjournment

Mrs. D. Nixon called the 2021-2022 AGM to a close and thanked everyone for their time and attention. She noted that we look forward to another year of helping youth and families in our community.

Mrs D. Nixon: _____
PRESIDENT

Mr. Dan O'Rourke: _____
SECRETARY